

AUG 24 2005

PATENT

Docket No. RSW920000026US1

**EXPEDITED PROCESSING -
RESPONSE TO FINAL REJECTION****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

INVENTORS: Carl T. Anderson, Gregory F. Bush,
Michael Faoro, Susan E. Kahler, Alberta Lee,
Janet L. Leskovec, Susan E. Liles,
Lynn Percival and Keith A. Wells

APPLICATION NO. 09/592,387
FILED: June 12, 2000
CASE NO. RSW920000026US1

Confirmation No. 5014
Examiner: T. Chuong
Group Art Unit: 2179

TITLE: USER ASSISTANCE SYSTEM

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being facsimile transmitted to Examiner T. Chuong in Art Unit 2179 to 571 273 8300 on August 24, 2005.

August 24, 2005
Date


Lynn M. White

Commissioner for Patents
MAIL STOP AF
P.O. Box 1450
Alexandria, VA 22313-1450

**REQUEST FOR RECONSIDERATION UNDER 37 C.F.R. §1.116
IN RESPONSE TO THE EXAMINER'S FINAL ACTION MAILED MAY 9, 2005**

Sir:

This is in response to the final Office Action mailed May 9, 2005, having a period for response set to expire on August 9, 2005. A Petition extending the period for response for one month, to September 9, 2005, is enclosed in duplicate. The following remarks are respectfully submitted.

Remarks begin on page 2 of this paper.